RESOURCE MANAGEMENT USING N-DIMENSIONAL SPACE

ABSTRACT OF THE DISCLOSURE

A system and method are disclosed which quantify one or more attributes of a finite number of resources for effective management of such resources. Quantifiable attributes possessed by a resource may include skills or functional capabilities possessed by the resources, as examples. A request for service by one or more of the resources is received, and

5   at least one attribute desired by the request is quantified. Based at least in part on the quantified attributes of the resources and the quantified attributes desired by the request, at least one suitable resource for servicing the received request is determined. Most preferably, attributes of resources may be quantified along a scale, such as a scale of 0 to 100. For example, within a telephony call center, attributes possessed by agents, such as language

10   skills or product knowledge may be quantified along such a scale. A request for service may be received, and the attributes of a resource desired by the request are quantified along such a scale. Suitable resources for servicing a request may be determined by evaluating the quantified attributes possessed by the resources and the quantified attributes desired by the request. Thus, "N" number of resource attributes may be quantified and plotted within an N-

15   dimensional space. Additionally, attributes desired by a received request may be quantified and plotted within such N-dimensional space. The distance between the plotted resource attributes and the plotted requests may be calculated to determine at least one suitable resource for servicing the request.